



Docket No.: 8827.012.00 US  
(PATENT)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Shi-Yue QIU

Confirmation No.: 8093

Application No.: 09/902,094

Group Art Unit: 2123

Filed: July 11, 2001

Examiner: Mary C. Hogan

For: EARLY WARNING IN E-SERVICE  
MANAGEMENT SYSTEMS

Customer No.: 30827

**AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION**

**Mail Stop Amendment**  
Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated November 3, 2004 (Paper No. 20041025), please amend the above identified U.S. Patent application as follows:

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** are reflected in the listing of claims, which begins on page 3 of this paper.

**Remarks** begin on page 10 of this paper.